

# **The 2008 Work First Skill-Building Learning Institute**

## ***Registration Brochure***



Sheraton Greensboro Hotel at Four Seasons  
Joseph S. Koury Convention Center  
April 29, 2008 - May 1, 2008

**YOU ARE ALREADY PLANNING ON  
COMING. NOW IT'S TIME TO  
REGISTER FOR YOUR WORKSHOPS!  
SUBMIT YOUR REGISTRATION  
FORM BY APRIL 11, 2008.**

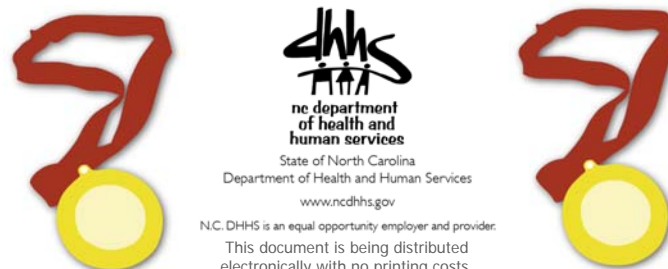
# GO FOR THE GOLD!

The North Carolina Division of Social Services invites you to an exciting three day learning opportunity. This Institute, *Go For The Gold*, will provide training on innovative approaches for *Work First* staff to increase work participation rates and help families reach self-sufficiency. Participants will select from over 100 different learning topics and have the opportunity to learn from other counties.

In January 2008, counties identified individuals who will be attending the Institute and now it is time for you to officially register for the event. Enclosed you will find information on each of the workshops. Please complete the attached registration form and fax to the number indicated by April 11, 2008. Your hotel reservations will be made by the Institute Staff and the hotel costs and most meals will be provided by the Division.

We are also excited to have over 79 county Directors of Social Services joining us on April 30, 2008 for our Director Day activities. This special event will allow the Directors to discuss in-depth information about the programmatic and fiscal issues surrounding the *Work First* program and to network with other Directors.

LET THE GAMES BEGIN!



# INSTITUTE SCHEDULE



## TUESDAY - APRIL 29, 2008

11:30 a.m. – 1:20 p.m.	Opening Luncheon - Mr. Jerry Cartwright Keynote Address
1:30 p.m. – 3:00 p.m.	Concurrent Workshops - Event A
3:30 p.m. – 5:00 p.m.	Concurrent Workshops - Event B
5:00 p.m. – 7:00 p.m.	Networking Session (Hors D'oeuvres)
5:30 p.m. – 7:00 p.m.	Demo-Grant County Meeting

## WEDNESDAY - APRIL 30, 2008

8:00 a.m. – 10:00 a.m.	Triathlon Chats - Breakfast Buffet
10:00 a.m. – 11:15 a.m.	Olympic Village (Demo Grant Showcase)
11:30 a.m. – 1:20 p.m.	Luncheon - Mr. Kwain Bryant Keynote Address
1:30 p.m. – 3:00 p.m.	Concurrent Workshops - Event C
3:30 p.m. – 5:00 p.m.	Concurrent Workshops - Event D
Starting at 7:00 p.m.	An Evening to Remember



## THURSDAY - MAY 1, 2008

7:30 a.m. – 8:30 a.m.	Coffee & Fruit
8:30 a.m. – 10:00 a.m.	Concurrent Workshops - Event E
10:30 a.m. – 12:30 p.m.	Closing Brunch - Mr. Tom Terez Keynote Address



- A1: EFFECTIVE USE OF VERBAL SCREENING TOOLS: THE AUDIT/DAST AND THE BEHAVIORAL INDICATOR**  
(by Melissa L. Godwin from University of North Carolina at Chapel Hill)  
This workshop will discuss the fundamentals of substance abuse and the origin of the designated screening tools used by county DSS workers and Qualified Professionals of Substance Abuse. We will focus on administering, interpreting and providing screening results in a meaningful way to the client. Special attention will be given to the behavioral indicators of alcohol and other drug abuse and the utilization of the Behavioral Indicator Checklist.
- A2: HOW TO ACHIEVE A GOLD MEDAL PARTICIPATION RATE (PART ONE)**  
(by Robin Register and Carl Breazeale, NC DSS)  
The presenters will explain what the rate is, why we have it, and how it is calculated. Attendees will learn strategies for developing MRA Plans of Action and structuring work activities to enhance a participant's likelihood of being in the numerator. Common mistakes that hurt counties' rates will be reviewed. Aspects of entering data into EIS and EPIS will be discussed along with the associated impacts on the participation rate.
- A3: INCREASING DISABILITY APPROVALS (PART ONE)**  
(by Martha Are, DHHS Interagency Council for Coordinating Homeless Programs)  
Some communities are now having 93% of their most difficult applicants approved for disability within 3 months. Learn about what they know about the disability application process and strategies for assisting applicants with faster approvals.
- A4: HELPING EX-OFFENDERS REACH FOR THE GOLD**  
(by Nicholas Bright, Training and Employment Services)  
Join this workshop to learn how to help the ex-offender select companies for employment and how to do the research on employers before applying for the job. Learn how to help the individual present themselves to the employer given their past history. The ex-offender must out perform their opponents by persistence, commitment, correspondence and charting their job contacts.
- A5: SUBSTANCE ABUSE 101 FOR WORK FIRST WORKERS (PART ONE)**  
(by Worth Bolton from the University of North Carolina at Chapel Hill)  
Use of alcohol and other drugs can be detrimental to health and ability to maintain employment. Learn what things you might observe that raise a "red flag" and should prompt you to discuss possible substance abuse. How do you broach the subject when the information is not disclosed? What are the stages of addiction? Learn more about substance abuse and effective best practices when working with families struggling with addiction.

**A6: BETTER THAN GOLD: THE PLATINUM RULE OF SUPERVISION (PART I)**

*(by Dan Comer, Appalachian Family Innovations)*

Skillful family-centered practice leads to better outcomes for cases, better morale within agencies, and better collaboration with community partners. How can supervisors at any level and across all program areas, really support and encourage their workers in deepening their skills in applying the Principles of Partnership with their clients, families, and others? We will use the collective wisdom of the group, practice sessions, problem-solving and accelerated learning activities to explore tools for putting the “Platinum Rule” into action with those we supervise.

**A7: IN THE WINNER’S CIRCLE: PERSONALITY AND CONFLICT NEGOTIATION**

*(by Librado Gonzalez, Ph.D., J.D.)*

This session is designed to help attendees deal with the reality of everyday conflict. By teaching easy-to-use, repeatable negotiation skills, this workshop can lead to reduced tension and a great ability to minimize conflict both in the present and in the future.

**A8: FIVE GOLDEN WORK LANGUAGES**

*(by Joanne Scaturro, NC DSS)*

There is a new category in the Olympics of Social Services: Team Team Team! You will leave this workshop with hands-on strategies for communicating with your team mates. Strategies for conflict management will also be discussed. Based on the “Five Love Languages” you have a chance to see how you can go from bronze to gold team building in five easy steps.

**A9: GOLDEN RULES FOR WINNING THE BATTLE WITH YOUR STRESS**

*(by Vickie B. Johnson, Pathways)*

Participants will be able to develop their own set of “Golden Rules” for stress management and wellness by understanding the concepts of how ego and self-will are developed and relate to our Spiritual, Mental, Emotional, Social and Physical health and well-being. Through understanding the “Stages of Grief” and how they relate to the “rules” which govern our lives, participants will learn how to achieve and maintain the “Acceptance” stage of grief.

**A10: BUILDING YOUR MULTICULTURAL TOOLBOX (PART I)**

*(by Dana Courtney, Multicultural Consultant and Rhonda Stevens, Durham DSS)*

Participants in this highly interactive workshop will focus on learning about themselves and others as they build multiculturalism competence through use of several tools. Group interactions, discussion, visual aids and experiential activities will help individual participants learn about and appreciate their own uniqueness and the uniqueness of others which is critical to cultural competency.

**A11: STOP TRIPPING OVER HURDLES: HEAD STRAIGHT FOR THE FINISH LINE**

*(by Laura Bryant, Belinda Autry and Larry Davis, NC DSS)*

Are you running in a marathon but tripping over hurdles? Learn how to avoid those hurdles and stay on track. In this workshop you will learn how to key a DSS-6908 (hours keyed, keying deadlines) via the Employment Program Information System (EPIS) and sanctions (MRA & IVD), Job Bonus, Pay After Performance (PAP), individual E&T codes (how they relate to Work First Goals) via the Eligibility Information System (EIS). Learn other tidbits of automated information and how it relates to EIS, such as the Enterprise Program Integrity Control System (EPICS).

**A12: SUCCESSFUL SCREENING PRACTICES IN DOMESTIC VIOLENCE**

*(by Crystalle Williams and Angela Holloway, NC DSS)*

The complex and dangerous nature of domestic violence makes it difficult for us to know what to say, what to do, or how to help. This workshop will provide you with information that you can use when screening someone for domestic violence. We will explore possible “red flags” to look out for, and how to implement the 6 Principles of Partnership during your screening process and when responding to a disclosure of abuse.

**A13: HOW TO DEVELOP AN AWARD WINNING MUTUAL RESPONSIBILITY AGREEMENT**

*(by Phyllis Shaw and Tamica Lyons, Cumberland County DSS)*

Do you have the ‘Eye of the Tiger’ when it comes to writing a MRA? Do you stumble over hurdles when it comes to removing barriers? Then this 90 minute workshop is for you! Come join us in this energetic and interactive presentation that will train you to endure the race towards MRA success. Attendees will learn how to utilize assessment of the Work First participant to produce an award-winning MRA.

**A14: THE FRONT RUNNERS OF THE RACE: UPFRONT SERVICES**

*(by Bobbi Bales, Terrae Stafford, Felisha McDonald and Mandi Jackson, Forsyth County DSS)*

Forsyth County DSS began providing “upfront” services to applicants for Work First over two years ago. Come hear how “upfront” services have evolved and expanded to help our applicants win. We promise an interactive, entertaining workshop.



- B1: EFFECTIVE USE OF VERBAL SCREENING TOOLS: THE AUDIT/DAST AND THE BEHAVIORAL INDICATOR**  
*(by Melissa L. Godwin from UNC School of Social Work) - REPEAT OF A1*  
This workshop will discuss the fundamentals of substance abuse and the origin of the designated screening tools used by county DSS workers and Qualified Professionals of Substance Abuse. We will focus on administering, interpreting and providing screening results in a meaningful way to the client. Special attention will be given to the behavioral indicators of alcohol and other drug abuse and the utilization of the Behavioral Indicator Checklist.
- B2: HOW TO ACHIEVE A GOLD MEDAL PARTICIPATION RATE (PART TWO)**  
*(by Robin Register and Carl Breazeale, NC DSS)*  
The presenters will explain what the rate is, why we have it, and how it is calculated. Attendees will learn strategies for developing MRA Plans of Action and structuring work activities to enhance a participant's likelihood of being in the numerator. Common mistakes that hurt counties' rates will be reviewed. Aspects of entering data into EIS and EPIS will be discussed along with the associated impacts on the participation rate.
- B3: INCREASING DISABILITY APPROVALS (PART TWO)**  
*(by Martha Are, DHHS Interagency Council for Coordinating Homeless Programs)*  
This is the second part of A3. Some communities are now having 93% of their most difficult applicants approved for disability within 3 months. Learn about what they know about the disability application process and strategies for assisting applicants with faster approvals.
- B4: PROTECTING THOSE WHO NEED IT**  
*(by Narcisa Woods, Attorney General's Office)*  
Join this workshop to learn more about the "Address Confidentiality Program". Why is this program needed and who can participate? You will gain insight into how to get a person signed up and the benefits of the program.
- B5: SUBSTANCE ABUSE 101 FOR WORK FIRST WORKERS (PART TWO)**  
*(by Worth Bolton from the University of North Carolina at Chapel Hill)*  
This is a continuation of A5. Use of alcohol and other drugs can be detrimental to health and ability to maintain employment. Learn what things you might observe that raise a "red flag" and should prompt you to discuss possible substance abuse. How do you broach the subject when the information is not disclosed? What are the stages of addiction? Learn more about substance abuse and effective best practices when working with families.



**B6: BETTER THAN GOLD: THE PLATINUM RULE OF SUPERVISION (PART 2)**

*(by Dan Comer, Appalachian Family Innovations)*

Skillful family-centered practice leads to better outcomes for cases, better morale within agencies, and better collaboration with community partners. How can supervisors at any level and across all program areas, really support and encourage their workers in deepening their skills in applying the Principles of Partnership with their clients, families, and others? We will use the collective wisdom of the group, practice sessions, problem-solving and accelerated learning activities to explore tools for putting the “Platinum Rule” into action with those we supervise.

**B7: IN THE WINNER’S CIRCLE: PERSONALITY AND CONFLICT NEGOTIATION - REPEAT OF A7**

*(by Librado Gonzalez, Ph.D., J.D.)*

This session is designed to help attendees deal with the reality of everyday conflict. By teaching easy-to-use, repeatable negotiation skills, this workshop can lead to reduced tension and a great ability to minimize conflict both in the present and in the future.

**B8: FIVE GOLDEN WORK LANGUAGES - REPEAT OF A8**

*(by Joanne Scaturro, NC DSS)*

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*(by Vickie B. Johnson, Pathways)*

Participants will be able to develop their own set of “Golden Rules” for stress management and wellness by understanding the concepts of how ego and self-will are developed and relate to our Spiritual, Mental, Emotional, Social and Physical health and well-being. Through understanding the “Stages of Grief” and how they relate to the “rules” which govern our lives, participants will learn how to achieve and maintain the “Acceptance” stage of grief.

**B10: BUILDING YOUR MULTICULTURAL TOOLBOX (PART 2)**

*(by Dana Courtney, Multicultural Consultant and Rhonda Stevens, Durham DSS)*

Participants in this highly interactive workshop will focus on learning about themselves and others as they build multiculturalism competence through use of several tools. Group interactions, discussion, visual aids and experiential activities will help individual participants learn about and appreciate their own uniqueness and the uniqueness of others which is critical to cultural competency.



**B11: TRACKING OUTCOMES EFFECTIVELY**

*(by Dean Duncan, University of North Carolina at Chapel Hill)*

This workshop will provide you information on how to use the Management Assistance for the Work First Program web site to track the outcomes for families and individuals who receive assistance in your county. The site (<http://ssw.unc.edu/workfirst/>) provides in depth statistics on families who receive Work First assistance in each county and tracks them after they leave the program. In this workshop, you will learn the secrets and tips that will help you to use the site efficiently.

**B12: DOMESTIC VIOLENCE - COLLABORATION SO THE FAMILY TAKES THE GOLD!**

*(by Carla McNeill, Glorina Stallworth and Rick Zechman, NC DSS)*

Be prepared to learn about the Family Violence Option (FVO) policy for Work First and Domestic Violence (DV) for Child Protective Services policy. Learn creative ways to collaborate and utilize TANF/DV funds for direct victim services. We are all winners when we collaborate, but it is the family that takes the gold.

**B13: HOW TO DEVELOP AN AWARD WINNING MUTUAL RESPONSIBILITY AGREEMENT - REPEAT OF A13**

*(by Phyllis Shaw and Tamica Lyons, Cumberland County DSS)*

Do you have the 'Eye of the Tiger' when it comes to writing a MRA? Do you stumble over hurdles when it comes to removing barriers? Do you find it difficult to go from the starting line to the finish line? Then this 90 minute workshop is for you! Come join us in this energetic and interactive presentation that will train you to endure the race towards MRA success. Attendees will learn how to utilize assessment of the Work First participant to produce an award-winning MRA.

**B14: QUANTUM LEAP INTERVIEWING**

*(by Jerry Cartwright, Guilford County DSS)*

If you want to transform your interviewing skills and become more therapeutic in your approach, then this is the workshop for you. Quantum Interviewing is about making an abrupt transition, a quantum leap forward to help your interviews become more effective, engaging, and family-centered. This is a "how-to" workshop with specific strategies and an engaging presentation. Come prepared to have fun and be challenged.

**C1: COACHING FOR THE WORK FIRST GOLD**

*(by Kristin Bogren and John Myklebust, Durham County DSS)*

Any successful athlete will tell you that a coach with a good plan can make the difference between winning and losing. A quality of great coaches is they continually assess and make changes to ensure an athlete's progress and success. The same philosophy is true for Work First: a good plan comes from a good assessment and assessment is an on-going process. This session will focus on providing on-going customer assessments which are an essential part of the Work First participant's success.

**C2: HOW TO ACHIEVE A GOLD MEDAL PARTICIPATION RATE (PART ONE)**

*(by Robin Register and Carl Breazeale, NC DSS) - THIS IS A REPEAT OF A2/B2*

The presenters will explain what the rate is, why we have it, and how it is calculated. Attendees will learn strategies for developing MRA Plans of Action and structuring work activities to enhance a participant's likelihood of being in the numerator. Common mistakes that hurt counties' rates will be reviewed. Aspects of entering data into EIS and EPIS will be discussed along with the associated impacts on the participation rate.

**C3: THE SOCIAL SECURITY DISABILITY PROGRAM: HOW DDS MAKES THE MEDICAL DECISION**

*(by Renee W. Pridgeon, NC Disability Determination Services)*

What is the definition of Social Security disability? How do you apply for disability benefits? Who and how does one qualify for disability? How can you expedite their claim? Who makes the determination decision? How are the medical records received and then reviewed? Come to this workshop for answers to these questions and more.

**C4: VOCATIONAL REHABILITATION SERVICES**

*(by Brenda Williamson from NC DHHS Vocational Rehabilitation Services Division)*

This workshop will provide a basic overview of the North Carolina Division of Vocational Rehabilitation Services. Participants will learn about the mission and goals, and the Rehabilitation Process and FACTS about our services and the people we serve. This workshop will also show a video titled the "Ten Commandments of Communicating with Persons with Disabilities" which is sure to strengthen your interaction skills.

**C5: SUBSTANCE ABUSE 101 FOR WORK FIRST WORKERS (PART ONE - THIS IS A REPEAT OF A5/B5)**

*(by Melissa Godwin and Laura Louison, University of North Carolina at Chapel Hill)*

Use of alcohol and other drugs can be detrimental to health and ability to maintain employment. Learn what things you might observe that raise a "red flag" and should prompt you to discuss possible substance abuse. How do you broach the subject when the information is not disclosed? What are the stages of addiction? Learn more about substance abuse and effective best practices when working with families struggling with addiction.

**C6: FAMILY TEAM MEETINGS AND WORK FIRST**

*(by Joan Pennell and Marianne Latz , NC State University, Dean Duncan and Elizabeth Weigensberg, UNC-Chapel Hill, and Sharon Moore, NC DSS)*

NC Division of Social Services is a leader nationally in using Child & Family Team Meetings to plan with families how best to care for their children. This same approach can bring together Work First families and their informal support networks with workers to make and carry out effective plans. This workshop looks at how Family Team Meetings can support parents in moving from welfare to work and build on the strengths of Work First in preventing Child Only cases from transferring to Child Protection Services.

**C7: MOTIVATING RESISTANT CLIENTS TO VICTORY (PART ONE)**

*(by Dan Comer and Ashton Williams, Appalachian Family Innovations)*

There are some amazing stories of success in sports, and in Work First. What are the keys to coaching a client, even one who seems unmotivated, to achieving their goals on the way to self-sufficiency? (Clue: Don't just keep doing what you have been doing!!) Come with a difficult client in mind and leave with at least one new strategy to move them from resistance to the finish line.

**C8: COMMUNICATING AND INTERVIEWING SKILLS - HOW TO HIT YOUR TARGET**

*(by Librado E. Gonzalez, Ph.D., J.D.)*

Participants will gain an understanding of best practice techniques for successful communication and interviewing skills. From initial impressions throughout the interview, the quality of communication will strongly influence your results. Join us to learn insight into how to develop excellence in each step and hit your target of efficient information exchange and effective relationship building.

**C9: IF SILENCE IS GOLDEN, HUMOR IS PLATINUM**

*(by Joanne Scaturro from NC DSS)*

What is the one thing that people love to do? Laugh! Did you know that the average child laughs 200 times a day and the average adult laughs 3 times a day? Join us to learn ways to incorporate fun and laughter into your work life. Research has shown that humor in the workplace increases productivity, reduces stress and promotes teamwork. Come to this workshop prepared to share ideas, receive hands on information and of course, belly laugh!



- C10: DEALING WITH DIVERSITY: RECOGNIZING, ACCEPTING AND ADAPTING TO DIFFERENCES (PART ONE)**  
(by Rebecca Huffman and Angela Holloway, NC DSS)  
Through interactive learning activities, participants will explore how culture can affect a person's values, feelings, judgments of and responses to other people. Participants will recognize how differences in communication styles and misinterpretation of cultural cues can create interpersonal conflict and learn strategies to approach and engage persons in constructive dialogue and demonstrate skills for communicating respect.
- C11: A WINNING STRATEGY: USING THE NATIONAL DIRECTORY OF NEW HIRE (NDNH)**  
(by Sharon Moore and Barbara Simpson, NC DSS)  
This training will provide an overview of the NDNH. We will discuss the what, where and how of this national database of wage and employment data. Participants will see how this monthly computer match can assist in increasing the work participation rate, proper case processing and fraud prevention and detection.
- C12: FINANCIAL SOCIAL WORK: A CUTTING EDGE DISCIPLINE FOR PERSONAL, PROFESSIONAL AND SOCIAL CHANGE** (by Reeta Wolfsohn, Financial Social Work).  
Learn how Financial Social Work is “Changing how Americans spend, save and live: One person, one dollar, one day and one dream at a time;” how the “Money-Wise University” can educate, motivate and support staff and clients via the internet; about the first Financial Social Work position in North Carolina DSS and the United States. *This interactive and introspective session, includes a mini-workbook to help attendees begin to bring Financial Social Work to their agencies and practices.*
- C13: WINNING DOCUMENTATION WHILE RUNNING THE RACE**  
(by Sandra Cox, Robeson County DSS and Priscilla Bryant, Duplin County DSS)  
Do you know how to document? What to document? Why do we even have to document? Why is it so important? There are lots of unanswered questions when it comes to documentation. Come and find out the answers to all your burning documentation questions. Let's work toward putting all of the pieces of the puzzle together.
- C14: THE CHALLENGE OF JOB RETENTION**  
(by Mary Mallory and Dianne Creech, Connect, Inc.)  
Join this workshop to learn more about strengthening your job retention skills from seasoned experts. Learn how to help families by setting specific goals of job retention, career advancement, asset accumulation, and re-employment.



- D1: COACHING FOR THE WORK FIRST GOLD**  
*(by Kristin Bogren and John Myklebust, Durham County DSS)* THIS IS A REPEAT OF C1  
Any successful athlete will tell you that a coach with a good plan can make the difference between winning and losing. A quality of great coaches is they continually assess and make changes to ensure an athlete's progress and success. The same philosophy is true for Work First: a good plan comes from a good assessment and assessment is an on-going process. This session will focus on providing on-going customer assessments which are an essential part of the Work First participant's success.
- D2: HOW TO ACHIEVE A GOLD MEDAL PARTICIPATION RATE (PART TWO)**  
*(by Robin Register and Carl Breazeale, NC DSS)* THIS IS A REPEAT OF A2/B2  
The presenters will explain what the rate is, why we have it, and how it is calculated. Attendees will learn strategies for developing MRA Plans of Action and structuring work activities to enhance a participant's likelihood of being in the numerator. Common mistakes that hurt counties' rates will be reviewed. Aspects of entering data into EIS and EPIS will be discussed along with the associated impacts on the participation rate.
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What is the definition of Social Security disability? How do you apply for disability benefits? Who and how does one qualify for disability? How can you expedite their claim? Who makes the determination decision? How are the medical records received and then reviewed? Come to this workshop for answers to these questions and more.
- D4: WORK FIRST - CHILD SUPPORT: A GOLD MEDAL RELAY TEAM**  
*(by Sandra Chestnut and Joyce Sawyer, NC DSS)*  
Attend this workshop to make your WFFA-CSE team a medal winner. Join our coaches (Child Support Enforcement Trainers) in an interactive discussion of how the CSE process works. If you want to know 'What do they do?', 'Why do they do that?', 'How can we help each other?', or other questions about child support, meet us on the practice field to learn what it takes to get child support to families and give them a chance to go for the gold.
- D5: SUBSTANCE ABUSE 101 FOR WORK FIRST WORKERS (PART TWO - THIS IS A REPEAT OF A5/B5)**  
*(by Melissa Godwin and Laura Louison, University of North Carolina at Chapel Hill)*  
Use of alcohol and other drugs can be detrimental to health and ability to maintain employment. Learn what things you might observe that raise a "red flag" and should prompt you to discuss possible substance abuse. How do you broach the subject when the information is not disclosed? What are the stages of addiction? Learn more about substance abuse and effective best practices when working with families struggling with addiction.

**D6: ON THE RIGHT TRACK: MULTIPLE RESPONSE SYSTEM AND SYSTEM OF CARE**

*(by Candice Britt and R. Patrick Betancourt, NC DSS)*

This training will focus on the intersection of North Carolina's Multiple Response System and System of Care. Attend this session to learn how Work First fits into the collaborative efforts to improve outcomes for children and families. Come enjoy this interactive session which will answer any questions you have about MRS & SOC.

**D7: MOTIVATING RESISTANT CLIENTS TO VICTORY (PART TWO)**

*(by Dan Comer and Ashton Williams, Appalachian Family Innovations)*

There are some amazing stories of success in sports, and in Work First. What are the keys to coaching a client, even one who seems unmotivated, to achieving their goals on the way to self-sufficiency? (Clue: Don't just keep doing what you have been doing!!) Come with a difficult client in mind and leave with at least one new strategy to move them from resistance to the finish line.

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**D9: IF SILENCE IS GOLDEN, HUMOR IS PLATINUM - REPEAT OF C9**

*(by Joanne Scaturro from NC DSS)*

What is the one thing that people love to do? Laugh! Did you know that the average child laughs 200 times a day and the average adult laughs 3 times a day? Join us to learn ways to incorporate fun and laughter into your work life. Research has shown that humor in the workplace increases productivity, reduces stress and promotes teamwork. Come to this workshop prepared to share ideas, receive hands on information and of course, belly laugh!

**D10: DEALING WITH DIVERSITY: RECOGNIZING, ACCEPTING AND ADAPTING TO DIFFERENCES (PART TWO)**

*(by Rebecca Huffman and Angela Holloway, NC DSS)*

Through interactive learning activities, participants will explore how culture can affect a person's values, feelings, judgments of and responses to other people. Participants will recognize how differences in communication styles and misinterpretation of cultural cues can create interpersonal conflict and learn strategies to approach and engage persons in constructive dialogue and demonstrate skills for communicating respect.

**D11: HOW CAN THE CLIENT SERVICES DATA WAREHOUSE HELP ME?**

*(by Heather O'Neal NC DSS)*

This workshop is designed to help everyone from the administrative assistant to the worker to the supervisor perform day to day duties more efficiently. Learn how reports retrieved from the Data Warehouse can save time, reduce errors, and get benefits to clients more quickly.

**D12: FINANCIAL SOCIAL WORK: A CUTTING EDGE DISCIPLINE FOR PERSONAL, PROFESSIONAL AND SOCIAL CHANGE** *(by Reeta Wolfsohn, Financial Social Work).* - REPEAT OF C12

Learn how Financial Social Work is "Changing how Americans spend, save and live: One person, one dollar, one day and one dream at a time;" how the "Money-Wise University" can educate, motivate and support staff and clients via the internet; about the first Financial Social Work position in North Carolina DSS and the United States. *This interactive and introspective session, includes a mini-workbook to help attendees begin to bring Financial Social Work to their agencies and practices.*

**D13: WINNING DOCUMENTATION WHILE RUNNING THE RACE - REPEAT OF C13**

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Do you know how to document? What to document? Why do we even have to document? Why is it so important? There are lots of unanswered questions when it comes to documentation. Come and find out the answers to all your burning documentation questions. Let's work toward putting all of the pieces of the puzzle together.

**D14: WORK FIRST DEMONSTRATION GRANT STUDY: PROMISING STRATEGIES TO GAIN AND MAINTAIN EMPLOYMENT** *(by Elizabeth Weigensberg and Dean Duncan, UNC-CH and County Partners)*

This session will provide an overview of the Work First Demonstration Grant (WFDG) study with preliminary findings regarding promising practices that promote employment and retention. Attend this workshop to hear more about these promising strategies being implemented by counties participating in WFDG. Work First representatives from Henderson, Buncombe, Orange and Cumberland will also speak about their experience with innovative strategies.



**E1: DOMESTIC VIOLENCE ASSESSMENTS**

*(by Julie Owens, Council for Women)*

Join us to learn more about the connection between Domestic Violence and child abuse, and how to better understand the batterer and the adult victim. Participants will learn skills to empower victims, discuss myths surrounding domestic violence and gain valuable insight into the do's and don't of working with families experiencing domestic violence. We will review the behavioral indicators tools and discuss specific case examples.

**E2: CONQUER STATE AND FEDERAL TIME CLOCKS**

*(by Cindy Spencer, Cleveland County DSS)*

Learn the formula for "Success" by making accurate corrections to a participant's 24 and 60 month time clocks in order to prevent county overpayments. In this workshop you will be given the tools you will need to determine which months need to count toward a participant's time clock. This will include handouts and step-by-step instructions to coincide with policy regulations.

**E3: ARE YOU OFF THE ADA TRACK?**

*(by Carlotta Dixon, NC DSS)*

The Americans with Disabilities Act (ADA) requires consideration and accommodation for individuals with disabilities. How does the ADA affect your agency? How does it affect what you do and how you provide services? This workshop includes basic information and useful examples to answer these questions and enhance your awareness of the ADA.

**E4: THE UNDER-UTILIZED SERVICES OF LEGAL AID**

*(by Richard Craig, Letitia McGeough, and Janet McAuley-Blue, Legal Aid of North Carolina)*

When do you make a referral to Legal Aid? Chances are not nearly enough! Join this exciting workshop to learn more about housing and employment law, family law, and many other legal challenges our families face such as citizenship status, health, education, public benefits and more! Learn what is fact and what is a myth about Legal Aid services.

**E5: SUBSTANCE ABUSE AND COMMUNITY PARTNERS**

*(by Laura Elmore, NC DSS)*

This workshop will give participants information on how substance abuse, including Methamphetamine, is affecting the community and how the community can address the problem. Learn what substance abuse looks like, what its short term and long term effects are for the user, abuse and neglect of children, how to stay safe during home

**E6: LIFTING UP THE PRINCIPLES OF PARTNERSHIP IN WORK FIRST**

*(by Holly McNeill, NC DSS)*

Family-Centered Practice and the Principles of Partnership are the rules of every event we take part in. Join in a discussion of how those rules affect how we perform on many different playing fields, be it an initial meeting with a family, a Child and Family Team meeting or interaction with partners in our RACE to win the GOLD MEDAL: A self-sufficient family who is safe and stable. We will DIVE into an exploration of how to engage families, and perform GYMNASTIC feats in order to engage community partners in a RELAY to support these families.

**E7: CREATING A CIVIL TEAM**

*(by Rosalie Blowe, Independent Trainer/Consultant)*

A few examples of civility include apologizing when you have hurt someone, refusing to participate in gossip, and disagreeing with poise. Sounds easy right? Then why aren't we always civil to our co-workers? Good relationships are blessings in workplaces where stress is plentiful and hard to eliminate. You and your co-workers should attend this workshop to learn new strategies to establish a civil team.

**E8: WINNING WITH COMMUNICATION SKILLS**

*(by Connie Greene, Harnett County DSS)*

Through this workshop, participants will acquire knowledge to aid in improving professional and personal communication skills. Join others as we re-think ways of communicating. Learn more about what you are saying versus what is being heard.

**E9: HOW TO HIT YOUR TARGET WITH TIME MANAGEMENT**

*(by Carol McConnell, NC DSS)*

This workshop will help participants increase awareness of time as a resource and to learn tips on how to manage and better utilize their time. Participants will experience hands on activities following an overview of time management concepts. The content will include looking at how time is wasted and how to plan and set goals. Anyone who could benefit from an assessment on how to work and live more productively should attend.

**E10: UP FROM HERE: MOVING FROM POVERTY TO PROSPERITY**

*(by Kwain Bryant from Empowerment Exchange)*

This workshop explores the relationship between generational and situational poverty and its effects on decision-making and choices. Through data, research and activities, participants will explore the attitudes, beliefs and skills necessary in helping individuals become gainfully employed. Participants will be introduced to strategies they can use to assist clients in overcoming obstacles that poverty may create.

**E11: SPRINTING TO THE FINISH LINE: UNDERSTANDING THE TANF DATA COLLECTION SYSTEM**

*(by Barbara D. Simpson and Robin Register, NC DSS)*

You're almost to the end, but before you hit the finish line, come learn about the TANF Data Collection (TDC) System. In this session we'll cover the how and whys of the TANF sampling processes. We'll cover the information collected in the TDC in detail, screen by screen, discussing what each field means and the most common data entry errors and how to avoid them. Finally, we'll cover initiatives underway to improve data integrity, including a new process for counties to review their own data using queries in the Client Services Data Warehouse (CSDW).

**E12: PARTNERING WITH RELATIVE CAREGIVERS**

*(by Krista Kindley, Forsyth County DSS)*

Through a holistic workshop experience, participants will discover that relative caregivers are a unique family system, rich in history and overflowing with resources for the children. The workshop will offer an experiential learning environment for participants to actively engage in discussion and activities that will enhance their overall knowledge of relative caregivers. Become inspired and experience your transformation into a compassionate partner of relative caregivers!

**E13: DO YOU HAVE A WINNING REPUTATION? DOING THE RIGHT THING: LESSONS IN ETHICS**

*(by Jacqueline Johnson, Guilford County DSS)*

Developing an ethical culture is critical to the survival and success of any organization. Ethics are not optional. After attending this training session, you will be able to identify your own behavior as ethical or unethical; help reinforce a culture that promotes and rewards ethical behavior; set the stage to discuss ethics in the workplace; understand key lessons regarding unethical behavior; and develop an ethics compliance program.

**E14: THE CHAMPIONSHIP CHALLENGE: IMPROVING CLIENT SOCIAL SKILLS**

*(by Gale Murphy, Goodwill Industries)*

Every workplace has its own style. It's the way things get done, how workers get along with others and with the public. It's the way that decisions are made and how information gets passed around. Join this workshop to learn additional insights to help our clients get a good head start! In this session, we will discuss how to help your clients be successful in the workplace from the first day on the job. We'll discuss good manners and good business and helping your client make a good fit.

## Quick Glance by Topic & Theme

### Tuesday - April 29, 2008

A1 Audit/DAST  
 A2 Calculating Participation Rates  
 A3 Increase Disability Approvals  
 A4 Working with Ex-Offenders  
 A5 Substance Abuse & Families  
 A6 Family-Centered Supervision  
 A7 Conflict Negotiation  
 A8 Communication Styles  
 A9 Stress Management  
 A10 Multicultural Toolbox  
 A11 Automation Support  
 A12 Domestic Violence  
 A13 Mutual Responsibility Agreement  
 A14 Upfront Services

B1 Audit/DAST  
 B2 Calculating Participation Rates  
 B3 Increase Disability Approvals  
 B4 Address Confidentiality  
 B5 Substance Abuse & Families  
 B6 Family-Centered Supervision  
 B7 Conflict Negotiation  
 B8 Communication Styles  
 B9 Stress Management  
 B10 Multicultural Toolbox  
 B11 Tracking Outcomes Effectively  
 B12 Collaboration around DV  
 B13 Mutual Responsibility Agreement  
 B14 Interviewing Skills

### Wednesday - April 30, 2008

C1 Ongoing Employment Assessment  
 C2 Calculating Participation Rates  
 C3 Disability Determination  
 C4 Vocational Rehabilitation  
 C5 Substance Abuse & Families  
 C6 Family Team Meetings  
 C7 Resistant Families  
 C8 Communication/Interviewing  
 C9 Humor at Work  
 C10 Diversity  
 C11 National Directory of New Hire  
 C12 Financial Social Work  
 C13 Documentation  
 C14 Job Retention

D1 Ongoing Employment Assessment  
 D2 Calculating Participation Rates  
 D3 Disability Determination  
 D4 Child Support and Work First  
 D5 Substance Abuse & Families  
 D6 MRS/SOC  
 D7 Resistant Families  
 D8 Communicating/Interviewing  
 D9 Humor at Work  
 D10 Diversity  
 D11 Data Warehouse Queries  
 D12 Financial Social Work  
 D13 Documentation  
 D14 Demo Grant Outcomes

### Thursday - May 1, 2008

E1 Domestic Violence Assessment  
 E2 Time Clocks  
 E3 Civil Rights and Accommodation  
 E4 Legal Services  
 E5 Substance Abuse & Community  
 E6 Family-Centered Practice  
 E7 Civility  
 E8 Communication Skills  
 E9 Time Management  
 E10 Poverty to Prosperity  
 E11 TANF Sample  
 E12 Partnering with Relative Caregivers  
 E13 Social Work Ethics  
 E14 Client Social Skills

### Themes by Workshop Number

1 Assessment Workshops  
 2 Participation Rate Workshops  
 3 Special Population Workshops  
 4 Key Partner Workshops  
 5 Substance Abuse Workshops  
 6 Family-Centered Workshops  
 7 Conflict-Resolution Workshops  
 8 Communication Workshops  
 9 Self-Improvement Workshops  
 10 Diversity Workshops  
 11 Data Focused Workshops  
 12 Unique Programs Workshops  
 13 Social Work Practice Workshops  
 14 Success Focused Workshops

# FAX REGISTRATION FORM TO 336-454-8522 BY APRIL 11, 2008

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ ☐ Mr. ☐ Mrs. ☐ Ms. ☐ \_\_\_\_\_

Name Tag Should Read: \_\_\_\_\_ (if different than name above)

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_

Agency City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail (REQUIRED - Please Print): \_\_\_\_\_

Emergency Contact Name/Number : \_\_\_\_\_

(would only be used while you are at the Institute in the unlikely event of an emergency)

## DIRECTOR DAY

- ☐ I am a Director (or their designee) and will be attending the Director Day activities.
- Director Day Activities begin at 9:30 a.m.
  - Please be sure to enter your hotel information in the next box.
  - If you are able to join us for the entire Institute, please be sure to make your workshop selections as well. During sessions C & D on Wednesday you will be in the Director Day sessions so those should be left blank.

## HOTEL ACCOMODATIONS

Institute staff will be making your hotel arrangements. Please list below the nights you will need a hotel room and any other preferences you have.

- ☐ No Hotel Needed
- ☐ 4/29 Tuesday
- ☐ 4/30 Wednesday
- ☐ Other \_\_\_\_\_
- ☐ King ☐ Smoking
- ☐ Double ☐ Non-Smoking

I will be sharing a room with:

\_\_\_\_\_

## WORKSHOP SELECTION

Please enter your first and second preference for each session. Some workshops are two part sessions - please sign up for both parts.

1st Choice

2nd Choice

A \_\_\_\_\_

A \_\_\_\_\_

B \_\_\_\_\_

B \_\_\_\_\_

C \_\_\_\_\_

C \_\_\_\_\_

D \_\_\_\_\_

D \_\_\_\_\_

E \_\_\_\_\_

E \_\_\_\_\_

## SPECIAL QUESTIONS

- ☐ Yes, I would be willing to monitor a workshop (introduce speaker, distribute and collect evaluations, etc.)
- ☐ I would like Vegetarian Meals
- ☐ I am also Presenting at this Institute.  
\_\_\_\_\_ Workshop  
\_\_\_\_\_ Triathlon Chat
- ☐ Any other special need we can assist you with?  
\_\_\_\_\_